



Problem Resolution Report

NORTHROP GRUMMAN

Engineering Laptop
NG/CoSD-048 Rev.1

Date: November 8, 2010

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to provide for the addition of an Engineering Laptop Resource Unit to the Agreement to provide a solution for mobile computing business functions that require greater computing power than found in a standard Laptop Desktop Asset.

Resolution:

The Statement of Work of the Agreement is supplemented by the addition of the following in Section 4.4.3.2 of Schedule 4.3:

- **Engineering Laptop**

Engineering Laptop hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. The process to set Engineering Laptop hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year

Each year, 33.3% of the Engineering Laptops will be refreshed. The refresh will occur over the course of the Contract Year using a straight line methodology (33.3% of assets evenly refreshed over 12 months). Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

The initial standard for Engineering Laptops will be HP Elitebook 8740w Mobile Workstation – QUAD, configured as shown on Attachment 1 to this PRR-048.

New pricing and a new Resource Unit entitled Engineering Laptop is also added to Schedule 16.1-1 and Schedule 16.1-2 as shown on Attachment 2 to this PRR-048.



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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

NORTHROP GRUMMAN INFORMATION
TECHNOLOGY, INC.

By: Bruce Petrozza

By: S. Christian

Name: Bruce Petrozza

Name: Stephen L. Christian

Title: Manager

Title: Director of Contracts, CST

Date: 11-15-10

Date: November 10, 2010

J. Hudson

Attachment 1 – PRR 048 11/08/10

Item No.	Qty.	Description
VG305AV-COSD	1	HP Elitebook 8740w Mobile Workstation - QUAD
VC106AV	1	Core™ i7-720QM Processor (1.60 GHz, 6 MB L3 cache),
VM931AV	1	Genuine Windows® 7 Professional 32
VG321AV	1	17.0-inch LED WUXGA+ WVA (1920x1200) with camera
VG314AV	1	NVIDIA Quadro FX 3800M 1Gb Ram
VC118AV	1	8GB DDR3 SDRAM (1333-MHz, DDR3, 2 DIMM)
VC120AV	1	320-GB SATA Hard Drive (7200 RPM)
VC124AV	1	DVD+/-RW SuperMulti with Double Layer LightScribe Drive
VG318AV	1	HP Integrated Camera 2.0MP
VC128AV	1	HP Integrated Module with Bluetooth® Wireless
VC130AV	1	Intel Centrino® Ultimate-N 6300 (3x3 WiFi)
VC131AV	1	HP Mobile Broadband (powered by Gobi™) with GPS
UL709E	1	Option: 3YR COMPUTRACE PC TRACKING RECOVERY SVC

16.1-1 and 16.1-2 Tables

16.1-1

Resource Unit	Schedule 4.3 Cross-Reference Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown)	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 90% band)	Resource Unit Fee (90% to 110% band)	Resource Unit Fee (110% to 130% band)	Resource Unit Fee (130% to 150% band)	Measurement Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
Engineering Laptop	Desktop Services, Personal Computing Service	Laptop	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software license and maintenance, IMARs, Desktop Applications Directory	\$209.69	366	\$75,488.46	N/A	N/A	N/A	N/A	N/A	Specific	N/A

16.1-2

Resource Unit	Schedule 4.3 Cross-Reference Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown)	Resource Unit Fee	Component Fee	Description of Components
Engineering Laptop	Desktop Services - Personal Computing Services - Section 4.4	Laptop	Fixed monthly fee per unit		\$ 209.69		
				Hardware		\$ 131.75	This represents the costs of acquiring assets to support the Refresh tasks. The amount included in the Price is the monthly lease payments for a leasing term of 3 years (refresh cycle of a Laptop).
				Hardware maintenance/Repair/Fix		\$ 7.85	This element comprises break-fix services, primarily labor and parts.
				Software license		\$ 18.24	Software licenses include the cost of software license upgrades/refresh. Based on the Refresh Cycle of 3 years for Laptops, the aggregated cost is apportioned over the baseline volume of Laptops.
				Software Break Fix		\$ 20.46	This comprises costs associated with the labor and resources for desk-side/Level 2 support.
				IMAR's		\$ 11.10	IMAR costs are Labor associated with IMAR's.
				Refresh Support		\$ 9.99	Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old Laptop and any boxes and packing materials.
				Desktop Application Directory Maintenance		\$ 10.30	This represents the labor, equipment and software costs associated with operating the Desktop Service Office, which provides centralized control of all desktop services, Model Office, and automated Software distribution.